

Principles

There is a presumption of mutual trust and reliability. Reciprocal expectations are acknowledged ? both of what the organisation expects of volunteers and what volunteers expect of the organisation.

Volunteers can expect: clear information about what is expected of them; appropriate support and training; to be insured and to volunteer in a safe environment; to be treated with respect and in a non-discriminatory manner; to receive out of pocket expenses; opportunities for development; and to be recognised and appreciated.

Recruitment and selection

Principles of Equal Opportunity will be adhered to in the recruitment of volunteers. Opportunities will be widely promoted to attract interest from different sectors of the community. Positive action to target recruitment may be used where appropriate. Online application is encouraged but non-digital methods are also available.

Information will be made available to those enquiring about volunteering, including written role descriptions which set out the nature and purpose of the volunteering role, key tasks, skills required and benefits. A risk assessment will be undertaken on all volunteer roles.

Recruitment will usually involve an informal interview, application form and the taking of references; the process will be defined and consistent for any given role.

Dealing with problems

The organisation aims to treat all volunteers fairly, objectively and consistently. We will attempt to deal with any problems informally and at the earliest opportunity. All volunteers will have a named person to whom they can turn in the case of any difficulty. Volunteers will be made aware of the organisation's complaints policy and how to use it.

Confidentiality

The organisation will advise the volunteer on its confidentiality policy and procedures, where relevant, including those relating to personal information held about the volunteer.

Related policies

Health and Safety; Equal Opportunities; Confidentiality; Safeguarding; Complaints; Settling Differences; Grant Making; Volunteer Management.

Approval

This policy has been approved for issue by the board of trustees of REG Community Support Trust and is subject to change as and when the trustees see fit.